

W-01865A-07-0385
W-01865A-07-0384

OPEN MEETING AGENDA ITEM



0000090065

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72329

Date: 10/23/2008

Complaint Description:

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

John and Colleen

Jonovich

Account Name:

John and Colleen Jonovich

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Groom Creek Water Users Association

Division:

Water

Contact Name:

Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION IN FAVOR:

RE: Docket No. W-01865A-07-0385

W-01865A-07-0384

Arizona Corporation Commission

DOCKETED

From: [REDACTED]

To: mayes-web@azcc.gov

Subject: Groom Creek Water

Date: Mon, 20 Oct 2008 16:55:05 -0700

OCT 20 2008

DOCKETED BY

[Signature]

Reg. Docket # W-01865A-07-0385

We are full time residents of Groom Creek. We are in favor of the water delivery upgrade project. We have had the old pipe bust a number of times. The last time it took 5 days to get the water back on. Although noone wants to see rates go up, we feel this project is necessary to ensure the water system remains great well into the future. Thank you. John and Colleen Jonovich

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

DOCKETED BY

2008 OCT 29 P 2 02

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

October 23, 2008

RE: Groom Creek Water Users Association

Dear John and Colleen Jonovich,

Your email dated October 20, 2008 regarding the Groom Creek Water Users Association ("Groom Creek Water") rate case sent to Commissioner Mayes office will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Groom Creek Water application.

The concerns raised from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or local at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/23/2008

Opinion No. 2008 - 72329

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72415

Date: 10/27/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By:

Loren

Greenberg

Account Name:

Loren Greenberg

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Groom Creek Water Users Association

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION IN FAVOR:

RE: Docket No. W-01865A-07-0384
Docket No. W-01865A-07-0385

Loren Greenberg

Prescott, Arizona

October 22, 2008

Arizona Corporation Commission
Water Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007

Attn: Chairman Mike Gleason
Commissioner Kristin Mayes
Commissioner William Mundel
Commissioner Jeff Hatch-Miller
Commissioner Gary Pierce

Reference: Docket No. W-01865A-07-0384
Reference: Docket No. W-01865A-07-0385

Re: Groom Creek Water Users' Association

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Commissioners:

I am a 14 year "week-ender" in Groom Creek which I call my "attitude adjustment area".

I have seen first hand the condition of broken pipe and ancient valves and have been aware, at times, of the possibility water rationing.

I believe certain interveners have in bad faith misled the commissioners.

I wish to make it known to you that I FAVOR the rate increase which includes a base rate of \$50 and FULLY SUPPORT the project by the Water Association's board of replacement of the antiquated water pipes, installation of an additional water tank and the acquisition of the necessary loan needed to complete the project.

Very Truly Yours,

Loren Greenberg
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

10/27/2008 - Email to Customer:

Dear Loren Greenberg,

Your email dated, October 23, 2008 regarding the Groom Creek Water Users Association ("Groom Creek") rate case sent to Chairman Gleason's office will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at 602-542-2406.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/27/2008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2008 - 72415
